



## Annual 47 CFR § 64.2009(e) CPNI Certification Template

### EB Docket 06-36

Annual 64.2009(e) CPNI Certification for 2018 covering the prior calendar year 2017 year

1. Date filed: 3-16-2018
2. Name of company(s) covered by this certification: Prosource Technologies, Inc.
3. Form 499 Filer ID: 832380
4. Name of signatory: Jeffrey M. Loeb
5. Title of signatory: Senior Vice President
6. Certification:

I, Jeffrey Loeb, certify that I am an officer of the company named above, and acting as an agent of the company, that I have personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the Commission's CPNI rules. See 47 CFR § 64.2001 et seq.

Attached to this certification is an accompanying statement explaining how the company's procedures ensure that the company is in compliance with the requirements (including those mandating the adoption of CPNI procedures, training, safeguards, recordkeeping, and supervisory review) set forth in section 64.2001 et seq. of the Commission's rules.

The company Prosource Technologies, Inc. has not taken actions (i.e., proceedings instituted or petitions filed by a company at either state commissions, the court system, or at the Commission against data brokers) against data brokers in the past year.

The company has not received customer complaints in the past year concerning the unauthorized release of CPNI.

The company represents and warrants that the above certification is consistent with 47 CFR § 1.17, which requires truthful and accurate statements to the Commission. The company also acknowledges that false statements and misrepresentations to the Commission are punishable under Title 18 of the U.S. Code and may subject it to enforcement action.

Please note we have not yet taken on any customers at the time of this Certification but intend to in 2018

Signed \_\_\_\_\_

Attachments:

Accompanying Statement explaining CPNI procedures (Attached)  
Explanation of actions taken against data brokers (Not Applicable for 2017)  
Summary of customer complaints (Not Applicable for 2017)

**47 C.F.R. § 64.2009 Safeguards required for use of customer proprietary network information.**

**(Prosource's responses are in Italic font)**

(a) Telecommunications carriers must implement a system by which the status of a customer's CPNI approval can be clearly established prior to the use of CPNI.

*Prosource Technologies, Inc. does not plan to use CPNI information in any marketing efforts and does not plan to sell the information. We are taking the stance CPNI does not require the clients approval or disapproval since it will not be used for any purpose other than maintaining the telecommunication services that have selected.*

(b) Telecommunications carriers must train their personnel as to when they are and are not authorized to use CPNI, and carriers must have an express disciplinary process in place.

*Prosource Technologies will regularly train its staff about CPNI. This training will include information on what CPNI is, it's protection under the law, need for authenticating customers prior to disclosing information, how to report complaints of failure to follow an opt out request or a potential unauthorized disclosure of information.*

*1. Training:*

- A. Prosource will train all staff on an annual basis. Prosource will document all attendees and will maintain records of the training for a minimum of 2 years.*
- B. Prosource will train all new hires within 90 days of their hire date. The new hire will be excused from the annual training should the annual training fall within 180 days from their date of hire and the new hire can produce documentation to ensure attendance of CPNI training took place within their first 90 days*

*2. Disciplinary Actions:*

- A. If a staff member of Prosource Technologies, Inc. is found to be in violation of either CPNI Rules or Prosource Company Policy regarding CPNI Rules the staff member may receive disciplinary action up to and including termination*

(c) All carriers shall maintain a record, electronically or in some other manner, of their own and their affiliates' sales and marketing campaigns that use their customers' CPNI. All carriers shall maintain a record of all instances where CPNI was disclosed or provided to third parties, or where third parties were allowed access to CPNI. The record must include a description of each campaign, the specific CPNI that was used in the campaign, and what products and services were offered as a part of the campaign. Carriers shall retain the record for a minimum of one year.

*Prosource Technologies will provide for supervisory review of any and all outgoing marketing campaigns or sales efforts which may involve the use of CPNI information. Currently it is the position of Prosource to only use information not identified as being CPNI in nature. That information consists of names, addresses, and telephone numbers, because that information is*

*considered subscriber list information under applicable law. Prosource will provide for such review to ensure only non CPNI information is used.*

2. *Review*

*A. Prior to performing any Marketing or Sales campaigns in which there is a chance that CPNI information may be used, Prosource will provide for review of the information by the Prosource Marketing Department and will require sign off of the campaign by the Senior Vice President. Both the Prosource Marketing Department and Senior Vice President will ensure only non CPNI information will be utilized in the campaigns*

3. *Third Parties:*

*A. Prosource will not willingly share any CPNI with third parties for purposes of marketing or sales*

4. *Saving Proof of Compliance Review:*

*A. Prosource will save a copy of the signed off sales and marketing information for historical record*

*B. Prosource will maintain the sales and marketing material information for an indefinite period but for a minimum of 1 year from the date of the sign off*

*C. Non-disclosure forms will be maintain for an indefinite period but for a minimum of 1 year from the date of signature*

(d) Telecommunications carriers must establish a supervisory review process regarding carrier compliance with the rules in this subpart for outbound marketing situations and maintain records of carrier compliance for a minimum period of one year. Specifically, sales personnel must obtain supervisory approval of any proposed outbound marketing request for customer approval.

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(e) A telecommunications carrier must have an officer, as an agent of the carrier, sign and file with the Commission a compliance certificate on an annual basis. The officer must state in the certification that he or she has personal knowledge that the company has established operating procedures that are adequate to ensure compliance with the rules in this subpart. The carrier must provide a statement accompanying the certificate explaining how its operating procedures ensure that it is or is not in compliance with the rules in this subpart. In addition, the carrier must include an explanation of any actions taken against data brokers and a summary of all customer complaints received in the past year concerning the unauthorized release of CPNI. This filing must be made annually with the Enforcement Bureau on or before March 1 in EB Docket No. 06-36, for data pertaining to the previous calendar year.

*Prosource Technologies, Inc. will submit an annual CPNI Certification of Compliance and any accompanying information or statements regarding Prosource Technologies, Inc.'s policies and operating procedures.*

*1. Annual CPNI Certification:*

- A. Pursuant to FCC regulations, 47 C.F.R. 64.20089(e), Prosource will submit an annual Statement of CPNI Certification of Compliance prior to March 1<sup>st</sup> of each year. This statement will need to be signed by the highest ranking company officer in Prosource Technologies, Inc. The statement must be submitted to the Enforcement Bureau identifying EB Docket No. 06-36 for the data pertaining to the previous calendar year. (The certification must contain information indicating the officer has personal knowledge that the company has established operating procedures that are adequate to ensure compliance with CPNI rules and regulations. The certification must also provide a statement explaining how its operating procedures ensure that it is (or is not in case of failing the adhere to the rules.) in compliance with CPNI rules and regulations.*
- B. Prosource Technologies, Inc. will notify the FCC of any actions that have been taken against data brokers before any state commissions, state or federal courts, of the FCC in the past year.*
- C. Prosource Technologies, Inc. will submit a summary of any and all complaints received during the previous year.*
- D. This information must be submitted to the following E-File site for the FCC <https://www.fcc.gov/ecfs/filings>*

*(f) Carriers must provide written notice within five business days to the Commission of any instance where the opt-out mechanisms do not work properly, to such a degree that consumers' inability to opt-out is more than an anomaly.*

- (1) The notice shall be in the form of a letter, and shall include the carrier's name, a description of the opt-out mechanism(s) used, the problem(s) experienced, the remedy proposed and when it will be/was implemented, whether the relevant state commission(s) has been notified and whether it has taken any action, a copy of the notice provided to customers, and contact information.*
- (2) Such notice must be submitted even if the carrier offers other methods by which consumers may opt-out.*

*Prosource Technologies will notify the FBI (Federal Bureau of Investigations) and the United States Secret Service (USSS) in the event of an unauthorized disclosure of client CPNI. Prosource will notify the FCC in the event of a failed opt-out situation where the client has indicated they no longer wish to have their information protected or be authenticated when calling in.*

*1. Notifying FBI & USSS:*

- D. Prosource will provide written notice within five (5) business days to the FCC in the event where the opt-out mechanism does not work or in which the degree to which the*



*client's inability to opt-out is more than simply an anomaly. The notification must be in writing and include our company name, information on the opt-out method used, the problem(s) experienced by the client, the remedy pursued, the date it was/will be implemented, whether the relevant state authority(s) has been notified, any action taken by the state authority, a copy of any notification provided to the client, and their contact information.*

## *2. Notifying the FCC*

- E. Prosource will notify the FBI and USSS within seven (7) business days in the event of an unauthorized disclosure of CPNI.*
- F. The FBI and USSS can be contacted going to the following websites, <http://www.fbi.gov/contact/fo/fo.htm> or [http://www.secretservice.gov/field\\_offices.shtml](http://www.secretservice.gov/field_offices.shtml), or file a report online at [www.IC3.gov](http://www.IC3.gov).*
- G. Prosource will also wait an additional seven (7) days beyond the time the FBI and USSS have been informed of the unauthorized disclosure to inform the client. This will allow time for additional discovery in an effort to determine the extent and gravity of the disclosure. Should the disclosure be determined to pose the risk of irreparable harm to the client, Prosource Technologies, Inc. will notify the client immediately.*
- H. Prosource Technologies, Inc. will maintain records of any unauthorized disclosures of CPNI for an indefinite period but for a minimum of two (2) years*

